

**Arizona Department of Health Services
Division of Behavioral Health
Corrective Action Plan in Response to the 2004 Independent Review**

November 1, 2004 – April 30, 2005

Vision Statement:

To provide a method to achieve sustainable improvements in the quality of services received by persons determined to have a serious mental illness in Maricopa County.

Goals:

- Goal 1:** Develop and maintain an organizational and leadership structure to support staff and providers that results in positive clinical outcomes for persons determined to have a serious mental illness.
- Goal 2:** Consumer driven assessments and treatment plans will be completed according to the treatment planning principles and in a timely manner for all consumers.
- Goal 3:** Services meet the expectations of the Maricopa County Case Management and Clinical Team Services Plan.
- Goal 4:** There is a sufficient network available to provide services, and services are provided as needed.
- Goal 5:** ADHS will provide proactive and concurrent oversight to ensure ValueOptions' adherence to treatment requirements for persons determined to have a serious mental illness.
- Goal 6:** There is sufficient funding to provide services as needed.

Corrective Action Plan (C.A.P.): Goal 1

Strategy	Action Steps	Responsible Party(ies)	Target Date	Measurement	Status (include date of status update)
Goal 1: Develop and maintain an organizational and leadership structure to support staff and providers that results in positive clinical outcomes for persons determined to have a serious mental illness.					
Strategy 1 Develop a Leadership Plan	Action Step 1 In collaboration with a management consultant, develop a leadership plan that, at a minimum: a. Articulates the organizational mission, goals and treatment philosophy. b. Defines the organizational structure for the Direct Care Clinics, their relationship to the RBHA administration, including network/service development. c. The structure shall support practice, service-planning principles, a culture of empowerment, engagement, and recovery; the principles and requirements as stated in R9-21 and the Maricopa County Case Management and Clinical Services Plan. d. Articulates authority, responsibility, accountability for functions and positions including but not limited to: 1. Specific lines of supervision; 2. Development, communication and implementation of protocols; 3. Facilities management (environmental improvements); 4. Work flow for Direct Care Sites; 5. Relationship between RBHA Administration and Direct Care Sites; 6. Mission, goals, and treatment	ValueOptions	Complete 9/15/04	The Plan sufficiently addresses the identified items as determined by ADHS.	Initial Plan has been submitted and reviewed.

Corrective Action Plan (C.A.P.): Goal 1

Strategy	Action Steps	Responsible Party(ies)	Target Date	Measurement	Status (include date of status update)
Strategy 1 Develop a Leadership Plan	<p>philosophy of recovery.</p> <p>7. Improved customer service operation for each clinic.</p> <p>8. The clinical team's ability to obtain services for individuals as identified in the treatment plan.</p> <p>e. Sustains improvement over time through:</p> <ul style="list-style-type: none"> • Use of data; • Feedback on performance; and • Standardization among sites. <p>f. Identifies opportunities/strategies for staff recognition.</p> <p>g. Incorporates communication strategies.</p> <p>h. Obtains input from stakeholders, consumers, families and staff in the development of the Leadership Plan.</p> <p>i. Includes consultation on business operations that incorporates feedback from the training and technical assistance and mentoring teams.</p> <p>j. Ensures that prior authorization policy is consistent with ADHS' policy and A.A.C. R9-21.</p>	ValueOptions	Complete 9/15/04	The Plan sufficiently addresses the identified items as determined by ADHS.	Initial Plan has been submitted and reviewed.

Corrective Action Plan (C.A.P.): Goal 1

Strategy	Action Steps	Responsible Party(ies)	Target Date	Measurement	Status (include date of status update)
Strategy 1	<u>Action Step 2</u> ValueOptions will submit revised Leadership Plan for review and feedback.	ValueOptions	Complete 9/24/04	Plan is submitted.	
Strategy 1	<u>Action Step 3</u> ADHS, the Court Monitor and other stakeholders will review and provide feedback on the Leadership Plan.	ADHS Court Monitor Stakeholders	Complete 10/08/04	Feedback is provided.	
Strategy 1	<u>Action Step 4</u> ValueOptions will revise the plan based on feedback.	ValueOptions	Complete 10/23/04	Plan is revised.	
Strategy 1	<u>Action Step 5</u> ValueOptions will implement the Leadership Plan as approved by ADHS.	ValueOptions ADHS	Begin 11/1/04 Complete 2/1/05	ValueOptions will report activities on the Leadership Plan on a weekly basis. ADHS will monitor activities and intervene as necessary to ensure progress.	

Corrective Action Plan (C.A.P.): Goal 1

Strategy	Action Steps	Responsible Party(ies)	Target Date	Measurement	Status (include date of status update)
Strategy 2 Disseminate organizational changes identified in the leadership plan and revise Policies and Protocols to support the structural changes.	<u>Action Step 1</u> Communication and dissemination of organizational changes must occur prior to implementation and include: <ul style="list-style-type: none"> • Consumers and family members • ADHS • VO Staff • Other stakeholders • Providers 	ValueOptions	Begin 11/1/04 Ongoing	Verbal and written communications articulating proposed changes and rationale are disseminated to all stakeholders.	
Strategy 2	<u>Action Step 2</u> Incorporate applicable information related to the prior authorization policy into ValueOptions Provider Manual or applicable protocol(s) and inform clinical teams about the policy.	ValueOptions	Begin 11/1/04 Complete 12/1/04	Policies and Protocols are re-written to expectations and approved by ADHS.	
Strategy 2	<u>Action Step 3</u> Develop training for supervisors on revised protocols, Provider Manual and ADHS Practice Improvement Protocols.	ValueOptions	Complete 11/1/04	Training is developed.	
Strategy 2	<u>Action Step 4</u> ADHS will review and provide feedback on training curricula.	ADHS	Complete 11/8/04	Feedback is provided.	
Strategy 2	<u>Action Step 5</u> Train Supervisors on Provider Manual and applicable ValueOptions' protocol(s) and ADHS Practice Improvement Protocols.	ValueOptions	Complete 12/1/04	Supervisors have received training.	

Corrective Action Plan (C.A.P.): Goal 1

Strategy	Action Steps	Responsible Party(ies)	Target Date	Measurement	Status (include date of status update)
Strategy 2	<u>Action Step 6</u> Supervisors train all clinical staff.	ValueOptions	Complete 1/3/05	Staff have received training.	